Dartington

ICT SYSTEMS TECHNICIAN

To undertake planned improvement work & reactive support to all staff & visitors to Dartington to ensure that they have the appropriate equipment and access to a high performing IT infrastructure at all times. Also to support colleagues to be more technology led in their work and self sufficient in their approach.

SOME OF THE MAIN THINGS YOU'LL BE DOING IN THE ROLE:

- Provide appropriate ICT user instruction, advice, support, and problem solving to those requesting assistance.
- Configure, deploy and maintain IT workstations and mobile devices and ensure that where possible, users know how to use the equipment provided and over time, assist users to become increasingly self sufficient
- Assist the Infrastructure Specialist to maintain and manage the organisation's infrastructure, voice and data systems.
- Managing the administration of the Trust's ICT BC/DR processes
- Provide break/fix services for IT equipment used by the organisation and its staff teams and other users.
- Oversee and ensure the security and accuracy of information stored in the IT helpdesk database.
- Provide the management and maintenance of the organisation's IT inventory and document library.
- Produce and provide reports to the Production and Technical Services Manager on IT related statistics, linked to efficiency and effectiveness.
- Participate in a rota for holidays, weekend, and out of hours cover when required.
- This list is not intended to cover all areas of your role but rather to outline the key accountabilities. Critical to success will be that your work is carried out in a way that demonstrates your initiative and your approach to great customer service and growing audiences.

ROLE DETAILS:

DEPARTMENT: Ecology
REPORTING TO: Production and Technical Services Manager

SOME OF THE THINGS YOU'LL BRING TO THE ROLE:

- The ability to effectively communicate with people having varying levels of IT awareness.
- A 'can-do' attitude combined with a flexible approach to the role & the organisation goal of becoming a Socially Dynamic Organisation which is flexible and tech savvy.
- A collaborative approach to the role, exhibited by the ability to work both as part of a team as well as independently, to achieve the tasks asked of you.
- Good IT fault finding skills and the ability to apply theoretical knowledge to real world situations.
- Good time management and financial awareness.
- An understanding of mainstream IT equipment and how it's used in a business environment.
- Proven 1st and 2nd lone support experience and great customer service skills.
- A willingness to act in line with Dartington's ethics and values.
- A commitment to act in accordance with both the letter and the spirit of the equalities legislation.

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